

Wisconsin Economic Development Corporation

Agency Performance Dashboard

Q3 FY2018

Goal Met Key

✓ goal met, ✗ goal not met, ⌚ goal in progress. As determined by comparison of current data and target.

Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

Economic Development

Businesses served - financial

Metric Definition

The number of WEDC financial awards committed to businesses.

Goal Met	Current	Previous	Target	Trend
✓	56	52	42	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Derived from all WEDC programs that provide financial assistance to Wisconsin businesses in FY18. Historical data shows the first half of the year is expected to be lower than the second half.

Communities served - financial

Metric Definition

The number of WEDC financial awards committed to communities.

Goal Met	Current	Previous	Target	Trend
✓	44	7	20	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Derived from all programs that financially assist Wisconsin communities in FY18.

Leveraged investment - expected

Metric Definition

The ratio of additional investment expected to be leveraged as a result of WEDC's financial commitments.

Goal Met	Current	Previous	Target	Trend
✖	4 to 1	4 to 1	8 to 1	↔

Reporting Cycle: Semiannual (July 1, 2017 - December 31, 2017)

Additional Details: 2017 Wisconsin Act 58, Electronics Information and Technology Manufacturing Zone (EITMZ), was enacted after the WEDC Board of Directors approved WEDC's FY18 Budget & Operations Plan, which included the corporation's goal of an 8 to 1 leverage ratio. The EITMZ program impacts WEDC's expected leverage ratio in the Agency Dashboard Performance report for FY18. Excluding the EITMZ program, the WEDC achieved an 8:1 leverage ratio this reporting period.

Efficient & Effective Services

Application timeline

Metric Definition

Average number of calendar days from completed application to contract date.

Goal Met	Current	Previous	Target	Trend
✖	62	66	60	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Metric revised from previous quarters. The definition changed from when the contract was awarded to the contract date. The average number of days from receipt of a completed application to when the contract is executed. It is typical to see significant fluctuations based on factors like complexity of projects and program requirements.

Loan default rate

Metric Definition

Percentage of loans in default.

Goal Met	Current	Previous	Target	Trend
✖	18.6%	18.3%	7.5%	↓

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Percentage of loans past due (90+ days) in principal on March 31, 2018. The target of 7.5% is the two-year average of the WEDC loan portfolio. The national average for economic development Revolving Loan Funds are approximately 10% (source: U.S. Department of Commerce, Office of Inspector General).

Reform and Innovation

Website visibility (InWisconsin.com)

Metric Definition

Website sessions

Goal Met	Current	Previous	Target	Trend
✓	133,250	49,811	121,250	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: A session is the period of time a user is actively engaged with your website. All usage data (screen views, events, ecommerce activities) is associated with a session. Our annual target is 485,000.

Customer Satisfaction

Assistance Delivery

Metric Definition

Communication, timeline and responsiveness

Goal Met	Current	Previous	Target	Trend
✓	4.66	4.23	4.38	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Derived from all WEDC programs that provide financial assistance. October 1, 2017 through December 31, 2017 and average of survey responses specific to WEDC's ability to Communicate Contractual Requirements, Eligibility Requirements, Met Timeline Expectations and Responsive to Interest of customer.

Open and Transparent Government

Total number of public records requests received

Metric Definition

Total number of public records requests received this reporting cycle.

Current	Previous	Trend
22	25	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

Total number of public records requests completed

Metric Definition

Total number of public records requests completed.

Current	Previous	Trend
27	22	↑

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

Average time taken to fulfill public records requests

Metric Definition

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle.

Goal Met	Current	Previous	Target	Trend
×	50.15 days	8.77 days	10 days	↓

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

After Foxconn announced its plans for Wisconsin this past July, the state processed a high-number of Foxconn-related public records, involving a substantial number of personnel. The process of fulfilling the requests required a comprehensive and thorough process involving a coordinated effort between, the Governor's Office, the Wisconsin Economic Development Corporation (WEDC) and several agencies. In the end, the Governor's Office, WEDC, and the Department of Administration released approximately 20,000 records in March related to Foxconn.

Due to the time required to fulfill Foxconn requests, records metrics this quarter do not reveal an accurate picture of our response times. Therefore, we are also providing metrics excluding the Foxconn data. We hope having both sets of metrics will allow those who view them to have a clearer understanding that we are committed to improving metrics for public records.

For the quarter, Foxconn data excluded, WEDC completed records requests in an average of 11.36 business days.

Percentage of public records requests acknowledged within one business day

Metric Definition

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

Percentage of current employees completing public records training

Metric Definition

Percentage of current employees that completed public records training.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

Reporting Cycle: Quarterly (October 1, 2017 - December 31, 2017)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.

Percentage of new employees completing public records training

Metric Definition

Percentage of new employees that completed public records training with 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

Reporting Cycle: Rolling average updated Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

Percentage of exiting employees that received notice of public records retention obligations

Metric Definition

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

Reporting Cycle: Quarterly (January 1, 2018 - March 31, 2018)

Additional Details: It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.